



County DSS Directors Update

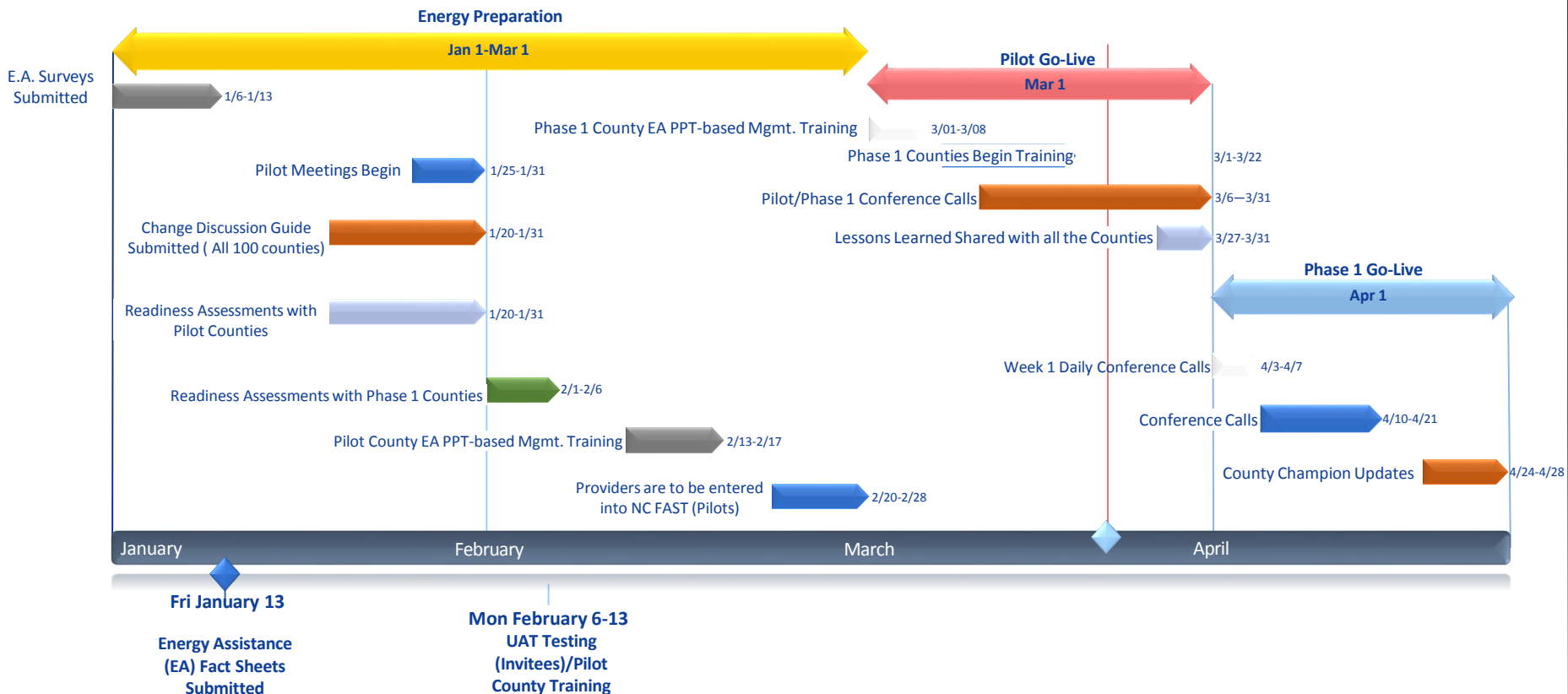
March 22, 2017

LIEAP, Child Care, CIP (Project 3)

Project Team / Role Name	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17		
CHILD CARE TIMELINE <i>TAPS Timeline (Attendance, Provider Portal) corresponds to Child Care Timeline</i>	Detailed Design																
			Development														
		Test Planning															
	Test Execution																
				Train CC Pilots	Train CC Statewide												
					Deploy R2												
					11/14 Pilot	Deploy CC Pilots											
						Deploy R2 S9		Deploy R2 S10	Deploy R2 S11	Post Production Support CC							
								Rollout CC Statewide									
LIEAP / CIP TIMELINE			Detailed Design														
				Development													
				Test Planning													
				Test Execution													
								Train EN Pilots	Train EN Phase 1	Train EN Statewide			Training & Implementation EN Support				
								Deploy EN				Deploy EN R2	Post Production Support EN and Project Closeout				
									Rollout EN Pilot	Rollout EN Phase 1			Rollout EN Statewide				



Project 3 Energy Assistance Implementation Timeline



Project3 CIP and LIEAP – Pilot Applications & Obligations

Buncombe, Wake, Davie, and Forsyth Counties

PROGRAM NAME	STATUS	COUNT
1 Crisis Intervention Program (CIP)	Approved	416
2 Crisis Intervention Program (CIP)	Denied	16
3 Crisis Intervention Program (CIP)	Pending	127
4 Crisis Intervention Program (CIP)	Withdrawn	7
5 Low Income Energy Assistance Program (LIEAP)	Approved	678
6 Low Income Energy Assistance Program (LIEAP)	Denied	56
7 Low Income Energy Assistance Program (LIEAP)	Pending	144
8 Low Income Energy Assistance Program (LIEAP)	Withdrawn	11

APPLICATION REF NUMBERS	DESCRIPTION
1 24	In-Progress
2 159	Submitted
3 881	Disposed
4 1	Submit Failed

\$ 283,045.35 allocated in NC FAST as of 3/10/2017

COUNTY	FUND	TOTAL OBLIGATED
1 Buncombe	Energy Neighbor	13975.14
2 Buncombe	Federal CIP	21472.1
3 Buncombe	LIEAP	69700
4 Davie	LIEAP	3400
5 Forsyth	Federal CIP	9068
6 Forsyth	LIEAP	23300
7 Forsyth	Share the Warmth	1018.48
8 Wake	Energy Neighbor	36127.13
9 Wake	Federal CIP	12784.5
10 Wake	LIEAP	92000
11 Wake	Wake Electric Round-up	200

FUND	TOTAL OBLIGATED
1 Energy Neighbor	50102.27
2 Federal CIP	43324.6
3 LIEAP	188400
4 Share the Warmth	1018.48
5 Wake Electric Round-up	200

Project 3 Energy Updates

Phase 1-April 1st, 2017 Go-live:

Alexander, Carteret, Cherokee, Davidson, Lenoir, New Hanover, Person, and Sampson Counties.

Applications for this group will only be CIP.

The Pilot and Phase 1 group's participation is critical in the improvement of training and process for the July 2017 statewide launch.



Project 3 CIP and LIEAP – Training Outline

P3 Energy: County Assistance Training Outline:

- Basic Navigation (PPT and instructor-led virtual training)
- Person Search/Registration (WBT)
- Applications (instructor-led virtual training):
 - Initial LIEAP Application
 - LIEAP Subsequent Application
 - Initial CIP Application
 - CIP Subsequent Application
 - Combined CIP/LIEAP Application
- Provider (“vendor”) Management for Supervisors/Lead Workers only (PPT)
- Provider Payment Process (PPT)

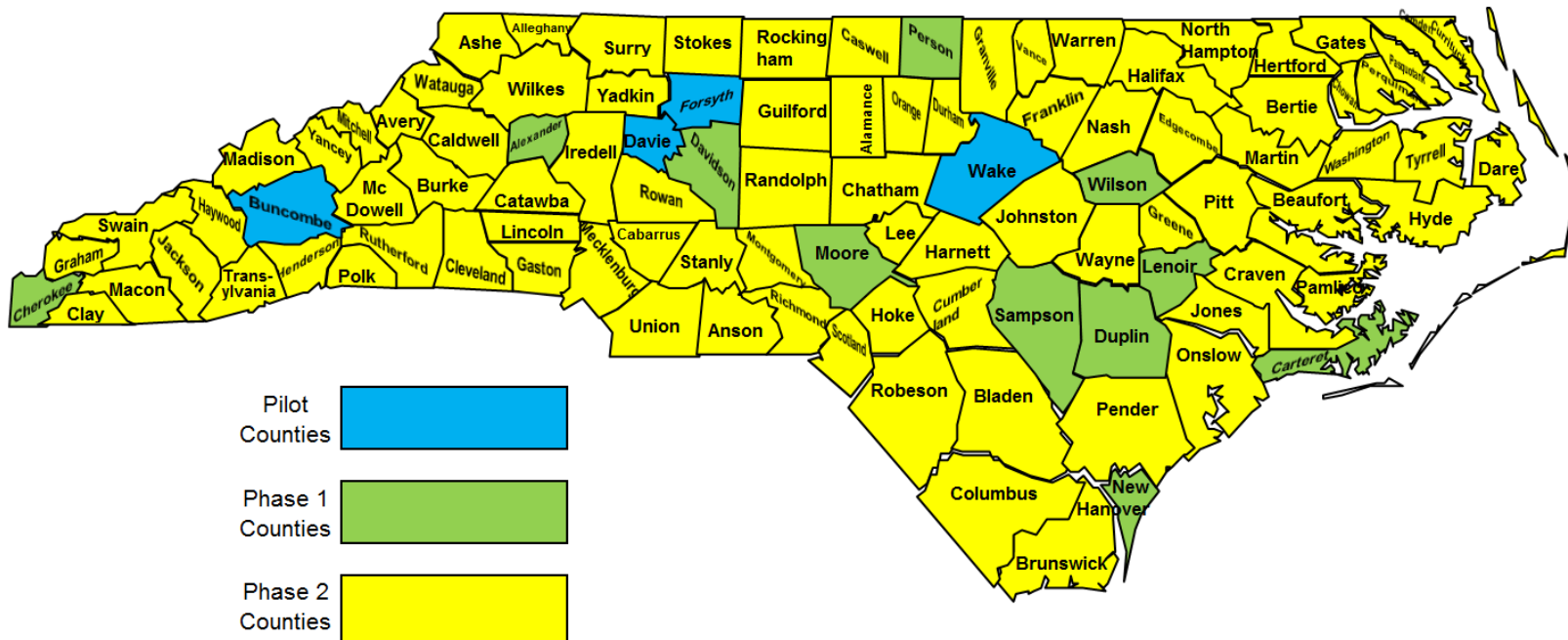
P3 Energy Basic Overview WBT has been posted on NC FAST and the Learning Gateway.

Project 3 Energy Phase 2 Training Plan

Phase 2 County Energy Assistance Training will begin April 17 and run continuously thru June 30

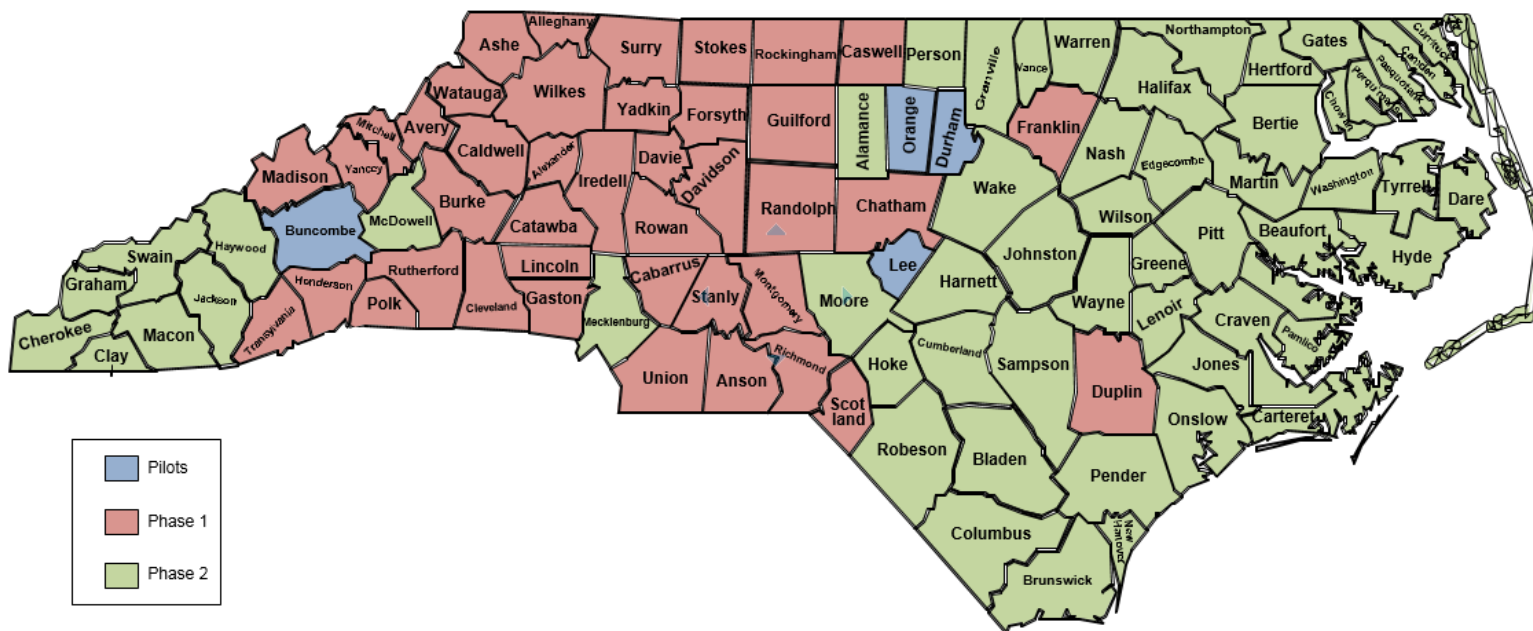
- Counties will be divided up in groups based on the number of users to be trained and assigned to a 2 wk block of training
- Counties who utilize county staff to process energy applications will be trained in the first weeks
- Counties who utilize outside contractors to process energy applications and new staff will be trained closer to the July 1 go live date
- There are 3 prerequisite WBT's before users are able to sign up for the 4 virtual classes in Sandbox 2
- Any county would like to send trainers to a Train the Trainer session, please contact me through the NCFASTTRAINING@dhhs.nc.gov. Use subject line P3 Energy Assistance TTT

Project 3 Energy Assistance Implementation Map



Project 3 Updates – Conversion Schedule

- Pilot Counties were activated over the weekend of March 12
- Phase 1 Counties are scheduled for case activation on April 14
- Phase 2 Counties are scheduled for case activation on May 12



Project 3 Updates – Conversion

- Pilot Counties (Buncombe, Durham, Orange and Lee) have activated cases.
 - Approximately 5,000 vouchers were sent to Providers in the Provider Portal
- Overall, Phase 1 counties have converted 57% of their cases
 - The following counties have converted more than 85%:
 - Burke
 - Cleveland
 - Franklin
 - Montgomery
 - Yadkin
- Overall, Phase 2 counties have converted 14% of their cases
 - The following counties have converted more than 30%:
 - Bertie
 - Johnston
 - Lenoir
 - Wake
 - Washington

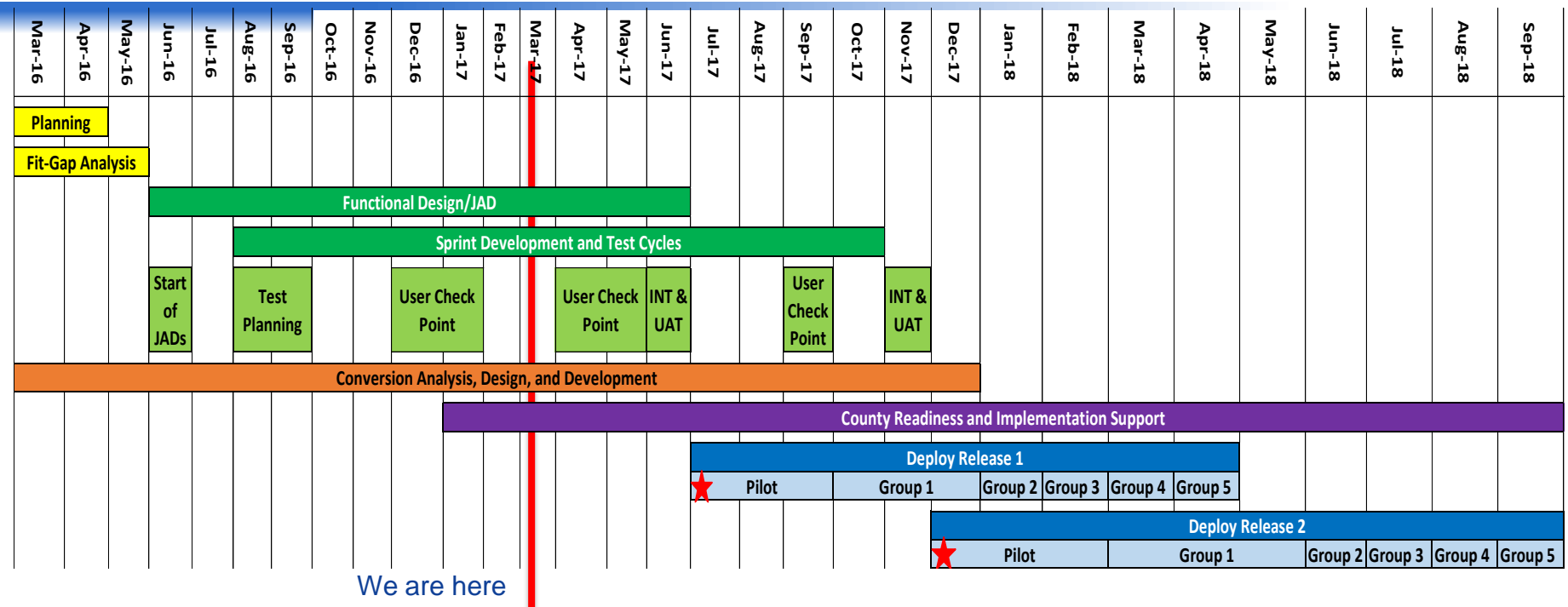
Project 3 Updates – Conversion

- Reminder – it is important that cases in SCCRS be marked with the “C” after the corresponding case is converted/entered into NC FAST. This allows us to track progress and ensure each case is accounted for. This should be done daily as cases are converted.
- The NC FAST team will begin following up with Phase 1 and Phase 2 counties on conversion, as well as any data cleanup that may be required for case activation to be done successfully.
- NC FAST will begin distributing a report that shows the current conversion percentage for each county.
 - Phase 1 Counties need to have nearly 100% of their cases converted by April 7th in order to be activated in the month of April
 - If enough cases are not converted by this time, they will not be activated in April, and the county must submit a plan to meet the activation deadline for May to DCDEE
 - Phase 2 Counties should aim to have nearly 100% of their cases converted by May 5th

Project 3 Updates – LPA Fund Manager

- Each county must designate an LPA Fund Manager. County System Administrators can set their role up in NC FAST.
- The LPA Fund Manager receives important notifications about funds, and without an LPA Fund Manager, at conversion, a county's cases will not activate if five percent or less of the county's total allotment of funding remains.
 - Establishing a county staff member in this role is critical for case conversion
 - LPA Fund Managers can adjust the ranking of funds so that cases will draw from one fund source or another for payment
 - LPA Fund Managers also configure enhancement payment and approve funding for your cases when the child is residing in another county
- By March 31, your staff have been asked to send the name of your designated LPA Fund Manager to brett.barganz@dhhs.nc.gov, along with confirmation that your County System Administrator has placed a person in this role.

Project 4 Timeline



We are here

NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints provide the opportunity for Pilot and Group 1 (JAD participant) counties to have hands-on access to the system at multiple times during design and development. The first User Checkpoint was held the last two weeks in January with participants rating the system as “satisfactory” or “very satisfactory.”

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

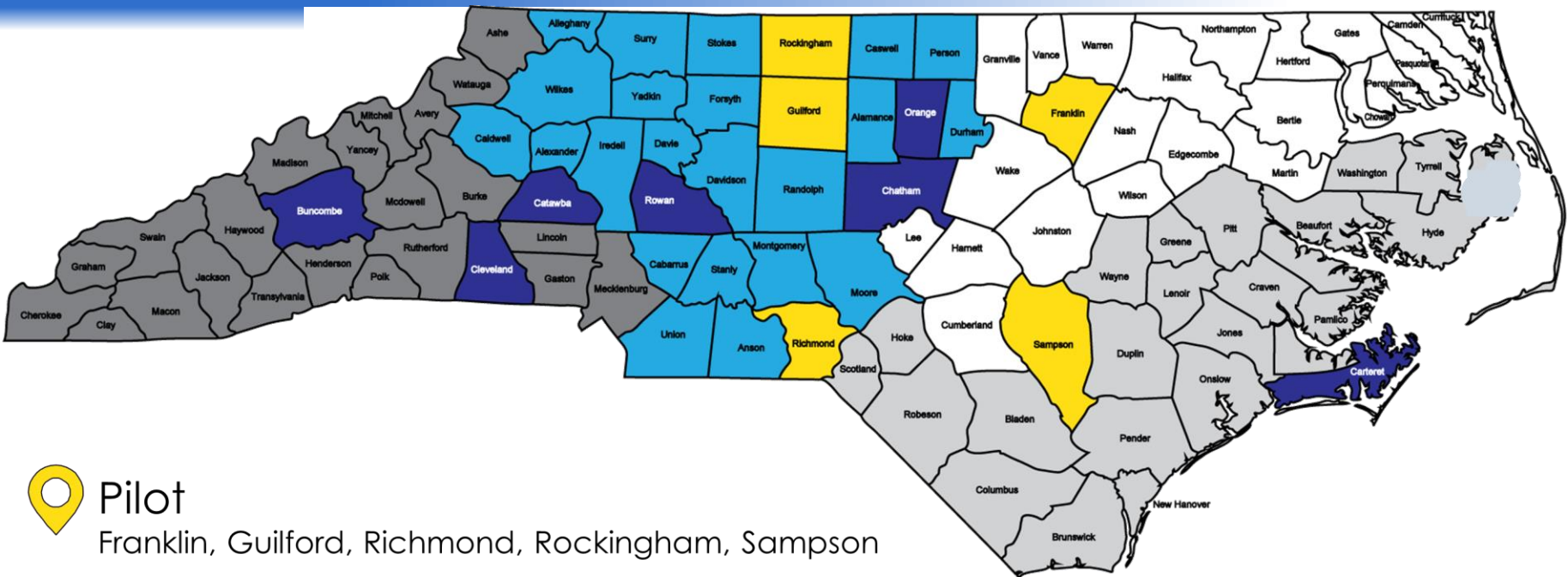
Project 4 Updates

- Joint application design (JAD) activities continue with input from 8 counties: Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Richmond, Rowan, and the state DSS; added Pilot counties to participate in design and review activities.
- Data conversion strategy is being finalized and will be presented to EAC for approval in mid March.
- NC FAST Mobile team initiated the requirements review sessions; Planning for mobile app configuration and implementation is now underway.
- Exploring options for how to establish a statewide document management solution leveraging county investments; software selection anticipated in April.
- Continuing to engage Pilot Counties in design activities. Pilots and Group 1 counties will participate in a Readiness Workshop in the next few weeks to prepare detailed readiness plans for their upcoming NC FAST implementation. Three User Checkpoint #2 sessions will be held the first 3 weeks of May.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.
- Communication: Posted training materials and project status information on the Learning Gateway collaboration site (ncfasttraining.nc.gov) and via the project email address (NCFAST_4_Child_Services@dhhs.nc.gov).

Project 4 Upcoming Activities

- Pilot and Group 1 Planning Workshops: March 28-30 or April 11-13
- NC FAST demo and Hands-on Mobile App Event - Statewide Directors Meeting: April 26-28
- User Checkpoint #2:
 - May 2-4
 - May 9-11
 - May 16-18
- User Acceptance Testing: June-July
- Release 1 Pilot Go-Live: July 31

Project 4 Approved Implementation Approach



Pilot

Franklin, Guilford, Richmond, Rockingham, Sampson



Group 1

Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Rowan



Group 2



Group 3



Group 4



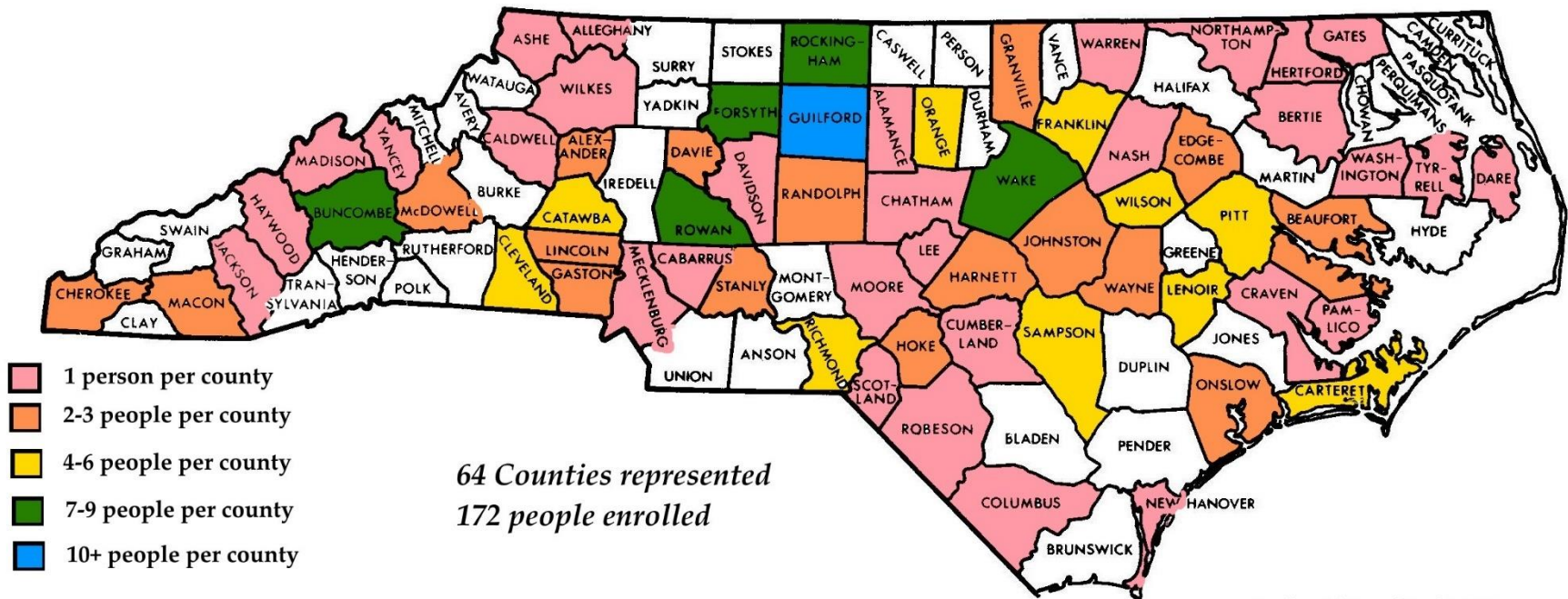
Group 5

Approved by Tri-Chairs and EAC, subject to endorsement by pilot county directors based on pilot county deployment results.

Project 4 Communication

County action items:

1. Get all Child Services staff to sign up for email distributions:
NCFAST_4_Child_Services@dhhs.nc.gov
2. Get all Child Services staff to sign up for Learning Gateway: **<https://ncfasttraining.nc.gov>**
3. Had a big up-tick in email registrations and Learning Gateway registrations coming out of the March 8th Director's meeting; will continue to run metrics on a monthly basis



Project 4 Computer Requirements

- **Primary Computer**

- Every social worker and supervisor will need a primary work computer
- Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
- Hardware requirements consistent with version of NC FAST currently in production

- **Working Outside the DSS Office**

- **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
 - User interface optimized to support field work, plus includes multimedia features
 - Not intended to be used for all CPS worker's job functions
 - Supports connected/disconnected use – great for rural counties
 - Supports **Apple iOS only** at this time
 - Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
 - App not able to be used on a iPhone due to design of user interface
- **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
 - This scenario is using the standard NC FAST system remotely, not a mobile app
 - Requires an internet connection at all times when using NC FAST
 - User interface in NC FAST is not optimized for use in client interactions
 - May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
 - A mobile app that runs on the Microsoft Surface is not planned at this time
- **Option 3 – No Computing Device:**
 - Use current process in the field; update data in NC FAST when back at the office
 - No mobile hardware cost

Project 8 Timeline

NC FAST P8 Timeline (through 3Q 2017)										
Project Team / Role Name	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar	
Project 8 EBCI										
	Detailed Design									
	Development									
	Test Planning									
	Testing Execution									
							IT Interface Testing			
								Training		
	Deploy Manual Forms	Deploy Central Print Forms, CSDW Changes		Deploy Benefit History Revision Screen, Forms, Recipient File Changes	Deploy County Work Queues, Forms; Add EBCI County Location to Admin Screen	Deploy DOC Interface Change		Perform System Partner Interface Testing; Deploy Additional System Changes; Begin EBCI User Training	Deploy EBCI Report; Complete System Partner Interface Testing; Complete EBCI User Training	

- EBCI – NC FAST user training will began on February 13th for FNS/SNAP; Medicaid/NC HC began on March 15th.
- System interface partner testing is in progress and will continue to the end of March.
- The EBCI implementation date is April 1, 2017.

Project 8 (Eastern Band of Cherokee Indians)

- Various system changes are required for EBCI including changes related to NC FAST forms, reports, interfaces and workflows.
- System changes will be deployed through the O&M release schedule as follows:

Release No.	NC FAST System Change Description or Action	Deployment Date
1	Various local print forms modified to allow for the display of the EBCI return address. In addition various changes to system interfaces, reports and system workflows will be made for the new EBCI County Code = 200.	07/09/16 Complete
2	All central print forms modified to allow for the display of the EBCI return address.	08/13/16 Complete
3	Additional local print forms modified, along with changes made to NC FAST workflows.	10/01/16 Complete
4	System interface changes made along with changes to system work queues.	11/12/16 Complete
5	System partner interface testing and general system regression testing.	12/03/16 Complete
6	Additional required system made changes.	2/18/17 Complete
7	EBCI report developed and deployed with final system changes.	3/11/17 Complete

- System partner interface testing has been completed for DOC, CSDW, and IEVS (MCI/SDX). System partner testing is in progress for EPICS and ACTS. EBT system testing will begin soon.
- EBCI face-to-face user training for NC FAST SNAP/FNS was completed in February. Medicaid and NC Health Choice user training began on 3/15/17.



Project Team / Role Name	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Medicaid Self Service																																				
	Detailed Design																																			
	Development																																			
	Test Planning																																			
	Test Execution																																			
	Deploy	Deploy			Deploy	Deploy			Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy	Deploy
Enterprise Program Integrity																																				
	Requirements																																			
	Planning																																			
	Design/JAD																																			
	Development																																			
	Test Planning																																			
Test Execution																																				
Plot Rollout																																				
Post Production and Rollout Support																																				
Project Close-Out																																				

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Project 9 - Medicaid Self-Service and Enterprise Program Integrity

- 1095-B Health Coverage Electronic information will be sent to the IRS in March.
- Corrections to any 1095-B notices will be made after the information is sent to the IRS in March.
- NC FAST will begin to implement Program Integrity requirements in the spring of 2017, more information will be forthcoming.
- 8108 and IMD At Risk, Medicaid Suspend/Un suspend functionality was deployed on March 9, 2017.
- Online Appeals and Foster Care development is in progress. Planned for deploy in April, 2017.
- We are working on the designs for ePass Authorized Rep, 8110 Part-3 and 8109.

Project 9 - Secure Inbox (New functionality)

- Current Capabilities which benefit counties:
After signing up for Secure Inbox, customers can view their case information (evidence) that is on file: Household members, address, tax filing status, notices [DMA-5059 and DMA-5097] and income details.
- Customers can submit a Change of Circumstance for:
 - o New Income
 - o Income change
 - o Address change
 - o Tax Filing Status change
- NC FAST and DMA continue to explore automation options to streamline the registration process.

Client Services & Support

NC FAST continues to seek ways to improve their services and support for North Carolinians and local DSS Offices. In an effort to improve on such a vital part of NC FAST, a new position has been created; Client Services and Support Supervisor.

- Tracy Hicks has accepted the position as the new Client Services and Support Supervisor. This new role consists of managing Testing, Help Desk, Configuration, and Customer Relations.

Since the recent transition, an immediate plan was implemented to reduce the backlog of tickets impacting all counties. We began with:

- Increasing contact and communications between multiple departments (App Dev; Testing; and Help Desk) to identify; locate; and resolve any new defects introduced.
- Teams are working overtime.

Ticket Updates and Emergency Request:

- If you are seeking an update on your ticket: You can respond via email (from the ticket number) requesting an update or you can call the Help Desk directly at 919-813-5400.
- If your issue is an emergency: Please call the Help Desk at 919-813-5400 and state the issue/case is an emergency and requires immediate attention.
- Efforts and improvements are being made to respond to each concern that is presented to the Help Desk. CS&S (Client Services and Support) is engaged with counties directly to promote customer satisfaction and input.
- If you feel that you are not getting the assistance needed by following the above processes, please contact me directly at tracy.hicks@dhhs.nc.gov